

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 7,587,327 B2
APPLICATION NO. : 09/825296
DATED : September 8, 2009
INVENTOR(S) : Simon Jacobs, John Thomas and Rob Anthony

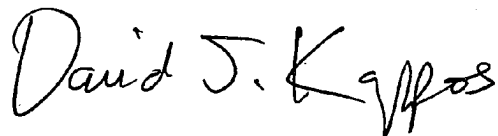
Page 1 of 6

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

| <u>References</u> | <u>Reads</u> | <u>Should Read</u> |
|----------------------------------|--|---|
| Page 3, Right Column, Line 34 | “Liu, R. et al., “A route-neighborhod-based metaheuristic for vehicle routing problem with time windows,” European journal of Reasearch, vol. 118, 1999, pp. 485-504.” | Liu, R. et al., “A route-neighborhood-based metaheuristic for vehicle routing problem with time windows,” European Journal of Reasearch, vol. 118, 1999, pp. 485-504. |
| <u>Column, Line</u> | <u>Reads</u> | <u>Should Read</u> |
| Column 5, Lines 28-29 | “The Manager is also may also maintain the OSS component 202 as previously” | The Manager may also maintain the OSS component 202 as previously” |
| Column 5, Line 41 | “The system tables 208 contain store basic configuration information” | The system tables 208 contain basic configuration information |
| Column 8, Line 16 | “Terminating a entries in the system table 208.” | Terminating entries in the system table 208.---- |
| Column 9, Lines 15-16 | “(Notes: Neither FSR nor OSS Client is a user class in the OSS component 202.” | (Notes: Neither FSR nor OSS Client is a user class in the OSS component 202).---- |

Signed and Sealed this

Tenth Day of August, 2010



David J. Kappos
Director of the United States Patent and Trademark Office

| | | |
|--------------------|---|---|
| Column 11, Line 38 | “each must be defined such tha the start time corresponds to the” | each must be defined such that the start time corresponds to the” |
| Column 11, Line 42 | “Aggregate windows cannot overlap, the system” | Aggregate windows cannot overlap. The system---- |
| Column 16, Line 19 | “the component transmit an error message” | the component transmits an error message |
| Column 17, Line 32 | “and if ajob duration override is” | and if a job duration override is |
| Column 21, Line 57 | “and who’s skill matches” | and whose skill matches |
| Column 21, Line 67 | “200, who’s skill matches” | 200, whose skill matches |
| Column 22, Line 6 | “200, who’s skill matches” | 200, whose skill matches |
| Column 22, Line 39 | “gate window=all time previously booked to its subor-” | gate window+all time previously booked to its subor- |
| Column 22, Line 40 | “-dinate basic windows=the time to be booked” | -dinate basic windows+the time to be booked |
| Column 22, Line 45 | “time previously booked to all aggi windows+all time” | time previously booked to all aggregate windows+all time |
| Column 22, Line 58 | “time previously booked to all aggi windows+all time” | time previously booked to all aggi windows+all time |
| Column 25, Line 2 | “Let current day=(current day) (1 day)” | Let current day=(current day)+(1 day) |

Delete text beginning at Column 25, Line 28, and ending at Column 28, Line 12, and substitute the following text with indentation as shown:

appointment cancellation request
M CSR identifier
M appointment identifier — unique integer

appointment change request

M appointment request (new) — except for area

M appointment identifier for previously booked appointment — unique integer

appointment list request

M CSR identifier

M area

M job code

job duration override — in minutes

M requested date

requested time

M appointment type

split time — in minutes

booking pattern — must be present if split time is specified

appointment log

appointment identifier — unique integer, present for approved appointments

M CSR identifier

M booking date

M booking time

M area

M job code

skill code — present for approved appointments

M requested date

requested time — present for basic window appointments

M appointment type

booking log(s) — present for approved appointments

error code — if the appointment is rejected

booking log

M work date

work time — present for basic window appointments

M appointment type

M minutes booked in appointment window

appointment request

M CSR identifier

M area

M job code

job duration override — in minutes

M requested date

requested time — present for basic window appointments

M appointment type

split time — in minutes

booking pattern — must be present if split time is specified

override indicator — forced booking even if it results in overbooking

appointment time

M work date

M begin time

M end time

appointment type

M one and only one of: all day, AM, PM, EV, basic

area

M mnemonic — character identifier

description

M travel time

M number of days into the future that appointment bookings can occur —

includes the current day, e.g., if this parameter is set to ten days, bookings can occur anytime between today and nine days from today

M the cut-off time for booking same day appointments

M how soon after booking the appointment work can be scheduled to begin on a same day appointment — the end time of the related window must be later than the current time by this amount

skills and associated window hierarchies to be used for the area today and for all future dates

M indication of whether the area is terminated

booked appointment

M appointment identifier — unique integer

M booked date

M booked begin time — earliest that FSR will show up

M booked end time — latest that FSR will show up

M time to complete work — in minutes, excluding travel time

M travel time — in minutes

Field Service Representative (FSR)

M identifier

M name

M skill

M home OSS area

M enable for use with OSS? — yes or no

M percentage of time available for dated orders

M percentage of time available for undated orders

M indication of whether the FSR is terminated

job code

M code

description

M time to complete work — in minutes, excluding travel time

M skill code(s) — prioritized list of skill codes based on the appropriateness of the skill to complete the job

M indication of whether the job code is terminated

rejected appointment information

M work date

work time — present for basic window appointments

M appointment type

M minutes available for booking in the appointment window

M minutes already booked in the appointment window

M minutes to be booked in the appointment window

shift

M code

M working period(s)

M enable for use with OSS? — yes or no

skill code (resource code)

M code

description

M percentage of FSR's time available for dated orders — applies to
FSRs with this primary skill

M percentage of FSR's time available for undated orders — applies to
FSRs with this primary skill

M indication of whether the skill code is terminated

statistics

For each all day, aggregate, and basic window:

M area

M date

M skill code

M minutes available — in the current window only (i.e., no subordinate
windows)

M minutes booked — in the current window only (i.e., no subordinate
windows)

M number of orders — in the current window only (i.e., no subordinate
windows)

M effective window size — in minutes

M total minutes remaining — minutes available in the current window
minus total minutes booked in the current window

total minutes booked — in the current window plus all subordinate
windows; only for all day and aggregate windows

M total percentage booked — (total minutes booked / minutes available) * 100

M window begin time — for basic windows only

M window end time — for basic windows only

* For the purposes of statistics, excluding a window does not affect the amount of time available in that window or the related windows; it only affects the ability to book to that window. Therefore, the minutes available and minutes remaining values are not affected by the exclusion of the window; they show the same values as if the window was not excluded. However, it is likely that the minutes booked will be zero, unless the window was excluded after some appointments were already booked,

statistics request

M CSR identifier

M area

M requested date

M job code

skill code — needed if request type is next, previous, or current

M request type — either first skill, next skill, previous skill, or current skill

user

M identifier

M name

- M password
- M user class — either System Administrator or Manager
- M indication of whether the user is terminated
- M set of privileges
- window hierarchy
 - M mnemonic — character identifier
 - description
 - windows to be used by the window hierarchy today and all future dates.
 - Windows include:
 - all day start time
 - all day end time
 - AM start time
 - AM end time
 - PM start time
 - PM end time
 - EV start time
 - EV end time
 - basic window start time(s)
 - basic window end time(s)
 - M indication of whether the window hierarchy is terminated
- booking pattern
 - M mnemonic — character identifier
 - description
 - M days on — integer, greater than or equal to 1
 - M days off — integer, greater than or equal to 0
 - M anchor date
 - M start time
 - M end time
 - M indication of whether the booking pattern is terminated
- working periods
 - M start time
 - M start day of week
 - M end time
 - M end day of week
 - lunch start time
 - lunch duration
 - break #1 start time
 - break #1 end time
 - break #2 start time
 - break #2 end time